



PanWest HIV Services

PanWest, Texas Area 2
and
West Texas, Texas Area 1

**StarCare Specialty Health System
HIV Services Administrative Agency**

PLAN FOR COMMUNITY INPUT

REVISED NOVEMBER 2020

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**STARCARE SPECIALTY HEALTH SYSTEM
HIV SERVICES ADMINISTRATIVE AGENCY
PANWEST/WEST TEXAS COMMUNITY INPUT PLAN
*REVISED NOVEMBER 2020***

INTRODUCTION

Lubbock Regional Mental Health Mental Retardation Center dba StarCare Specialty Health System is under contract with the Texas Department of State Health Services (DSHS) to serve as the HIV Services Administrative Agency (AA) for PanWest HIV Service Area 2 and West Texas, HIV Service Area 1. As the AA, StarCare is responsible for prioritizing and categorically allocating federal and state funds, assessing service needs, developing HIV services plans, and monitoring the HIV Service programs and their funds. DSHS requires Administrative Agencies continue to offer communities multiple avenues for meaningful participation in decision making processes.

COMMUNITY INPUT

Throughout the year, the AA is responsible for conducting and completing certain projects crucial to the provision of HIV/AIDS services. The main projects are Priorities, Allocations and the Comprehensive Plan for HIV Services. The Comprehensive Plan is a multi-year plan that serves as a guide for HIV services in the planning area. The most recent plan was updated September 2018 and covers 2017-2020. The plan will be updated this year (2020), with the revised plan due to DSHS December 2020. Priorities refer to the ranking of service categories in each HSDA. The priorities are generally derived from the needs assessment that is conducted every three to five years. However, the priorities are evaluated annually and may change depending on input received. It is important to note that due to the 75%/25% Ryan White Part B medical core requirement, the priorities listed in a needs assessment generally do not align with the medical services required to receive funding. Allocations are specified as the amount of Ryan White Service Delivery, State Services (and supplemental funds as allocated by DSHS). In the PanWest/West Texas, priorities and allocations are conducted between October - December of each year. The final priorities and allocations are added to the Comprehensive Plan each year.

The AA considers the community (also referred to as stakeholders) to be people living with HIV/AIDS (PLWHA), the family, friends, and caregivers of PLWHA who are affected by HIV/AIDS, the contracted and non-contracted service providers, and any person that wants to provide input. Input is important because it helps the AA develop and implement processes that meet the community's needs. By input, the AA means any insight or participation such as feedback, opinions, thoughts, ideas, comments, criticisms, linking to new resources, suggestions for improvement, expressing concerns, recommendations for implementation, sharing experiences and information, etc.

DSHS requires the AA to establish meaningful processes to obtain community input into planning decision making, while maintaining a low expenditure level. The Community Input Plan will use the following methods to solicit community input and facilitate local participation in each HSDA. Participation assists the AA in HIV/AIDS service priorities and allocations, revision of the Comprehensive HIV Plan, as well as any additional projects that may unfold throughout the year.

COVID-19

The Community Input plan will be affected by COVID-19. The typical routes of obtaining community input have been altered since March of 2020. Travel for StarCare Specialty Health System employees is prohibited until further notice by the CEO. The priority is to ensure social distancing and the reduction of Coronavirus infections.

The current situation will not deter the AA from providing the current Priorities and Allocations to the community, nor will it detract from obtaining community input. Alternative methods of obtaining community input were implemented in March of 2020 and will continue through the Pandemic. These measures will ensure that the community is involved in accordance with the DSHS requirements and the current COVID-19 policies.

Telecommunications

The AA continues to maintain a website, www.panwest.org, which contains individual links to each AA staff member. The website has undergone numerous updates to allow the visitor to locate information quickly and seamlessly. One new feature is the ability of Stakeholders to text message the AA cell phone number 806-548-9869. Stakeholders are encouraged to use this direct line of communication to provide input to the AA. The website also provides various pieces of information including the role of the AA, area resources, links to other informational sites, meeting dates, Needs Assessments, Comprehensive Plans, and past and current priorities and allocations. The Needs Assessment and Comprehensive Plan Executive Summary are available in both English and Spanish.

The StarCare toll free number, 800-658-6198 ext. 225 or ext. 308, is available to individuals in all areas of the PanWest and West Texas to call and speak with the Planning Coordinator or other AA staff member to offer his/her input. The toll-free number is posted on the website, correspondence, flyers, and advertisements. The AA has a Spanish-speaking individual on staff to assist with translation as necessary. Calls to the 308 extension are forwarded to a Spanish speaking staff member.

Written Communication and Media

As listed above, telecommunications are used to provide a means of written communication for stakeholders via an AA sponsored website, www.panwest.org that has an individual link to each AA staff member.

As needed, the AA mails letters directly to each client, who is listed in ARIES as allowing mail, to notify clients of specific situations (i.e. change in providers), the AA's

role, contact information, etc. These letters may include information about the Comprehensive Plan and the Priorities and Allocations and their respective forums. Each letter is translated into Spanish.

The AA implements an annual Client Satisfaction Survey, in English and Spanish. The survey is mailed to clients allowing mail with a letter and self-addressed stamped envelope to return the completed survey. Clients are given the option of remaining anonymous or listing his/her contact information if they want the AA to respond. Clients are given the option of completing the survey by phone in either English or Spanish at a time that is convenient to the client. The AA is currently evaluating the use of Survey Monkey for mini-needs assessments and topic specific Client surveys and assessments.

The AA implements an annual Provider Satisfaction Survey through Survey Monkey. Links are sent to each program director, case manager, accountant, data manager and others who have regular contact with the AA.

Once community forums take place in-person, the AA makes comment forms available to attendees with self-addressed stamped envelopes and include the option to remain anonymous.

Networking

The AA collaborates with local health providers, social service agencies, and faith-based organizations to form and maintain a relationship that promotes communication and coordination. Part of the linkage with area agencies and organizations will be to ask the agencies to add the AA to their distribution lists and post the AA contact information and HIV planning services in their websites, newsletters or bulletins or pass out the flyers to their clients. The AA works with local HIV service providers to promote collaboration between HIV services and HIV prevention with the community.

World AIDS Day is December 1, 2020. The AA is currently in the process of collaborating on a World AIDS Day event with the City of Lubbock Street Outreach Program. The Planning Coordinator is working with the StarCare Communications Team to recognize this day as well. Providers have been asked to plan a COVID friendly World AIDS Day event.

Flyers

The AA provides flyers to each HIV service provider to post to announce public forums, meetings, surveys, and other projects, as an additional attempt to notify clients of the AA and to solicit participation and input. Flyers are currently being updated to reflect our new Provider in El Paso, Project Vida.

Needs Assessments

The AA conducts multi-year needs assessments. The last area wide PanWest and West Texas Needs Assessment was begun in February 2019 and was completed in August 2019. Key informant interviews, focus groups, and client surveys were conducted to obtain information regarding needs and barriers in all service delivery areas.

Mini-needs assessments were conducted in September 2020. The topics included in this assessment were: transportation, housing, oral health, mental health, and COVID-19. They were mailed to a randomized ten percent of all clients that have given their permission to receive mail. The next mini-needs assessment will occur in March 2021.

Public Hearings

Each year the AA conducts a public forum in each HSDA to present to the community the updated Community Input Plan, Comprehensive Plan and the Priorities and Allocations for the upcoming contract year. Flyers are given to providers to post in their lobbies and to give to clients plus, contingent on funds, flyers and the Priorities and Allocations are also mailed to each client in each HSDA.

*Please note that the use of public hearings will not occur until the travel restrictions placed on StarCare employees are lifted due to COVID-19. There will alternative methods utilized to obtain community feedback.

Virtual Community Forums were held in May and September 2020 through the Zoom platform. The forums are posted on the www.panwest.org website, Facebook, and Twitter. Stakeholders are invited via email. Community Forums will take place in this manner until COVID travel restrictions are lifted and continue as another avenue to solicit community input

Social Media

The AA makes use of social media pages including Facebook @panwesttexashivservices and Twitter--@ PanWestHIVServices as a means for the AA to make a social media platform available for clients to provide the AA with feedback and input. This is also another avenue in which the AA is able advertise events in the community, provide information on available resources in each HSDA, and information on current Public Forums being held. The Facebook page was updated September 2020.

Other Avenues for Input

Due to COVID-19 the methods typically utilized for obtaining community feedback through public hearings are prohibited until travel restrictions are lifted. Alternative options are routinely being evaluated to ensure Community input is obtained.

A video-taped presentation of the Priorities and Allocations by the Planner will be placed on the panwest.org website. It will also be added to the Facebook and Twitter pages.

Community members will be encouraged to email grstclair@starcarelubbock.org to submit feedback. The Planning Coordinator participates in community events as possible or by making presentations regarding the AA and HIV services. These presentations may be in person once COVID restrictions are lifted, through the website, social media platforms, or via virtual meeting platforms.

The PanWest/West Texas Quality Management Committee (QMC) meets quarterly, via conference calls with other meetings scheduled as needed, to review performance measures, committee work-plans, and discuss processes. The AA keeps meeting minutes and provides them to the QMC within ten (10) workdays of the QMC meeting.

The AA contact information and request for input are posted with the 211 Texas Information and Referral Network, an agency of the Texas Health and Human Services Commission.